

03-123

03-123

Mary Ann Seremeth
6406 29th Street N.
Arlington, VA 22207

Federal Communications Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints,
445 12th Street, SW,
Washington, D.C. 20554

Dear FCC,

I support the petition to require VRS (video relay service) interoperability because I am frustrated with the different ways to call people on videophone. I cannot call directly from my Sorenson VP-100 to other VRS operators that use D-Link. In another word, I am limited to use Sorenson's VRS operators.

I don't like that my VRS is blocked and sometimes I have to wait. One operator told me that there is an average of 45 callers waiting in line and that is so appalling to know. Suppose, I have to make an emergency call and I would never be able to get help in time because of the waiting line.

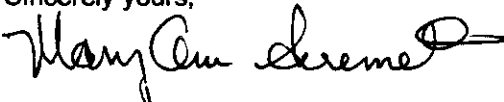
Even more, I cannot call directly from my Sorenson VP-100 to other friends that use D-Link and I have to contact my friends through email to find out their dynamic IP address. And a dynamic IP address never remains the same. Imagine how it becomes so darn frustrating if some people are not so computer-literate and it will be time-consuming trying to teach them how to find their IP address before we can communicate through videophone.

It is very important to make everyone equally accessible by setting up one system just like the telephone. It really doesn't make any sense to have different systems by using VP-100 and D-Link to access different VRS providers. Once all VRS providers are allowed to be linked to either VP-100 or D-link users, it will dramatically reduce waiting time and increase better productivity among the VRS providers.

The different ways the VRS is operated can cause stress and can put us at risk. Please make whole video relay service (VRS) equal with same system. It will be 100 percent equal access for everybody and it will be more effective if all different VRS providers use one and only same system.

Thank you for this opportunity to make my comment on this important matter.

Sincerely yours,



Mary Ann Seremeth

CC: thomas.chandler@fcc.gov
jenifer.simpson@fcc.gov
Senator George Allen
Senator John Warner
House of Representative Jim Moran

03-123

LeAnha Lawson
2412 N. 53rd St.
Philadelphia, Pa 19131

April 4, 2005
Federal Communication Commission
Complaints
445 12th Street, SW
Washington, D.C. 20554

Dear FCC,

I would like to suggest you to improve the quality of Video Relay Service (VRS). Sometime I got frustrated when I keep waiting for the operator to get on the VRS. I have been waiting for 20 to 30 minutes to get them on the VRS. Also, I don't like when the camera was in a lousy form such as blurry pictures or under shaded or over shaded. And I couldn't be able to see my friends' signing. So, I would like the VRS camera to be smoother and clear so I can see VRS agent or my friends' signing well and clear.

I suggest the VRS companies to make some improvement and change better in the future. Also, I wish that VRS can be faster in serving the VRS users than allowing them to wait for operators to get on the VRS or provide time frame limit with a countdown so the users can expect how long to wait before connecting to the VRS agent.

Thank you for reading my comments and I hope the VRS will change.

Sincerely,

A handwritten signature in cursive script that reads "LeAnha Lawson".

LeAnha Lawson

03-123

Ando Ferguson
800 Florida Avenue NE
Washington, D.C. 20002

April 11

Federal Communication Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints,
445 12th Street SW,
Washington, D.C. 20554

Dear FCC,

I support the petition about Videophone interoperability because I am not happy with the way I have to switch between D-Link and VP-100. I also don't like the long call waiting list on the VP-100 (I don't exactly appreciate waiting 20 minutes to call an answering machine.) and the bad image on the D-Link (The picture freezes when 3 or more people is in the image). I have to use the D-Link more often because of my need to have instant communication. I would like Sorenson to become interoperable with others so I can have a better image and faster service on my VP.

Thank you for taking the time to read this.

Sincerely,

Ando Ferguson

CC:
Senator Tom Coburn
Senator James Inhofe
Representative John Sullivan

03-123

Ariela Stein
94 Cutspring Road
Stratford, CT 06614

April 11, 2005+

Federal Communications Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints
445 12th Street, SW,
Washington, D.C. 20554

Dear FCC,

I support the petition to require VRS interoperability because I am frustrated with the different ways to call people on videophone. When I wanted to contact any hearing people, I have to call VP relay and I will have to wait a quite long time.

I don't like that my VRS is blocked and sometimes I have to wait. As I just said above that when I wanted to call any hearing people and I will have to wait for long time. That wastes our time. Also when we get a free VP, then we have to agree with the VRS provider that we can't use other VRS provider with that VP. While the voice telephone service allows hearing people to call anyone without any delay, unlike the VRS service.

It is very important to make everyone equally accessible by setting up one system just like the telephone. I think it is better off for us, deaf people to have one system just like the telephone so it would be easier for us to call some people, even on VRS. So then people would be pleased and stress-free.

The different ways cause stress and can put us at risk. Please make whole video relay service (VRS) equal with same system as the voice telephone service. Thank you.

Sincerely,

Ariela Stein

Ariela Stein

CC: Senator Joseph Lieberman
Senator Christopher Dodd
House of Representative Rosa L. DeLauro

03-123

Travis Oshman
1700 Winding Drive
North Wales, PA 19454

Dear FCC,

I support the petition to require VRS interoperability because I am having a hard time with calling different people on videophone. The frustrations I get, it causes some stress for me. I do not like when I am waiting for something very long and that system can be changed due to its unfairness. I do not like when my VRS is blocked because I expect my calls to be smooth, little of waiting but so far what I have experienced, they were so long. Sometimes I want to make a quick videophone before I do errands or go to someplace, But I can't because I tried to call someone, with that period of waiting, I cancelled the call because I have better things to do than waiting for VRS.

Not all calls I made are not that very important, but some of them are, if I have some kind of emergency and I will not able to make the emergency call to someone. I have know some of people who do not have TTY in their household because they thought VP 100 will able to do exactly thing as TTY, which's making call to relay and get the service quickly. So if one of person I know happens to have some kind of emergency and want to call hospital, but they could not call VRS quickly, due to the waiting line. It is somehow extreme dangerous for people who have VP100 and no TTY in their household.

It is very important to make everyone equally accessible by setting up one system just like telephone because it is something that we should have. It is our right to have the system set up like phone. Also, because it is part of monopoly acts, it is not right things to do. While hearing people have many phone companies to choose, and the phone company won't force that person to choose that service. If it happens, the company will go to court, getting sued by that person who was forced by that company. So it applies same to Videophone, and we should able to pick our own VRS company, company that we think that it fits the best for our area.

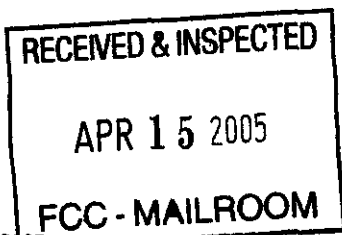
Thank you for this opportunity to make my comment.

Sincerely,

Travis Oshman



CC: Senator, Rick Santorum
Senator, Arlen Specter
House of Representative, Allyson Y. Schwartz



03-123

Rikki DiMaria
Model Secondary School for the Deaf
800 Florida Ave. NE
Washington, D.C. 20002

April 8, 2005

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear FCC:

I want to let you know that I am not pleased with Video Relay Service (VRS) and its policy for how to use the service. I am frustrated to find myself in a waiting line to reach the VRS interpreter service. There is an average of three to five people ahead in front of me in the waiting line. It takes me forever wait for to make a call.


As a matter of fact, some deaf people's grammar skills are poor and the VRS is considered as a reliable source for deaf people who don't write well. A VRS user may need to make an emergency call to hearing parties. A VRS user may wants to reach the police, fire and medical assistance, and even it is a matter of life and death. A VRS user will has to only hope that VRS interpreter will be available that moment.

There are two large VRS companies- one is D-link VRS and other Sorenson VP-100 that most deaf people usually to use to make calls. Most deaf people are frustrated that their VRS are blocked from using other VRS company. Most of us can't afford two VRS companies and it also is silly to have both VRS. I believe the deaf and hard of hearing people should deserve the equivalent service then they will need only device to make calls to anyone. Hearing people can pick up a telephone and have no problem to call anyone from that phone. That is unfair that deaf and hard of hearing people have to through a difficult situation especially the VRS is blocked when the people want to use the services of any other VRS sources and plus the interpreter almost never be available to reach. Hearing people will just pick a telephone and dial the numbers simply during VRS users will have to use their VRS companies number which it is not allowed to use the number to access other VRS companies. VRS companies will change their "telephone number" that can reach the service. The VRS companies change the number then therefore the VRS users have to use the new "telephone number" to connect the services. I assume that hearing people are able to make telephone calls using the same numbers. These numbers do not change when it reaches different telephone companies. That is unfair.

I am disappointed that VRS companies have "taken away" my rights to choose different VRS companies. The Americans with Disabilities (ADA) says that deaf and hard of hearing people must have telecommunications relay services that are equivalent to voice telephone services. The relay consumers are supposed to treat us deaf and hard of hearing people in same level of communication access that hearing people have. ADA had mentioned that deaf and hard of hearing people have a right to have an equality of access of the communication like hearing people does.

I want to say thank you for your time to read each words that I have typed about VRS issue. This is an important matter to deaf and hard of hearing people. I hope you will do take action on this issue.

Sincerely,


Rikki DiMaria

CC: Senator Jim Jeffords
Senator Patrick Leahy
House of Representative Bernard Sanders

RECEIVED & INSPECTED

APR 15 2005

FCC - MAILROOM

03-123

Benjamin Shields
313 Hanby Circle
Boothwyn, PA 19061

April 8, 2005

Federal Communications Commission
445 12th Street, SW,
Washington, D.C. 20554

Dear FCC,

I don't like it when VRS have to make me wait for more than 20 minutes to call. It really dragged long time for me to call for pizza, and I am frustrated with that. Videophone is fine because I can call my friends BUT to call VRS is kind of wasting my time to wait.

What if there is emergency and I need to call and TTY isn't working BUT if VRS does so, I want to have the SAME system. Right now, I have to use TTY for emergencies instead of VRS.

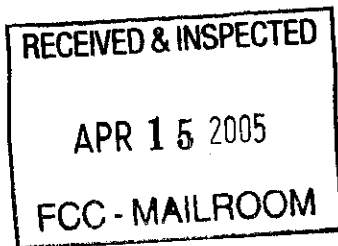
Sorenson VP-100 need to be improve because it always slow and when VP-100 is slow, I always go to other VP, D-link as it is more smooth and fast because Sorenson VP-100 has "after correction" and it became too blurry and slow but D-link sometimes not have after correction. So I wonder why cant both Sorenson VP-100 and D-link be improved?

Thank you for this opportunity to make my comment on this important matter.

Sincerely,

Ben Shields

Benjamin Shields



03-123

Michael Cross Halloran
2663 Dakota St.
Bryans Road MD, 20616

April 8, 2005
Federal Communications Commission
445 12th street SW
Washington, D.C. 20554

Dear FCC,

Hey, my name is Michael Halloran. My class talked about problems about VRS so I want to write my express about VRS. I will happy if you will support me by telling Federal Communications Commission to find solutions to the problems.

I just don't like sit and wait and wait for about 20 minutes. I just want make a quick call to my friends so it will help me save my time instead of sit and wait. Most of my friends don't like it at all. Only way my friends and I have to communicate by using internet relay and make a call to my friends on computer. In fact, it is much easier to talk through VRS. I want to use VRS so I can use my signs more easily than type on computer.

I just wonder if you can change technology better so deaf people will easily call to their friends pretty fast. Hearing people who use cell phone, they can call their friends much easier without any struggle or frustrations. So I want same thing for deaf people so that can make it fair for everybody.

Thank you for reading this letter. I hope you find solutions about VRS problems.

Sincerely yours,

A handwritten signature in cursive script that reads "Michael C. Halloran".

Michael Cross Halloran

CC: Senator Barbara Mikulski
Senator Paul S. Sarbanes
Representative Steny H. Hoyer

03-123

Pakuna Spady
7001 Old Branch Ave.
Camp Springs, MD 20748

April 8, 2005

Federal Communications Commission, Consumer & Governmental Affairs Bureau,
Consumer Complaints,
445 12th street, SW,
Washington, D.C. 20554

Dear FCC,

I am writing this letter to complain about the VRS limits. From my experiences, I would have to wait for an interpreter to be available and that would take 10-20 minutes. Why do we have to wait 10-20 minutes just to order a pizza or call about the movie tickets? Hearing people have that kind of privilege unlike us, they just pick up the phone and dial the number and almost instantly they are connected to the person they called for. The Americans with Disabilities Act (ADA) says that deaf and hard of hearing people telecommunications relay service must be equivalent to voice telephone service.

I also understand that once you contract with a company, you must call only to that company and to none other. So that means if my friends are contracted with another company I can't call them. That is not what we expected. When VRS first entered our lives, we expected the luxury of being able to call other people without any delay, same as the voice telephone. Instead we have to suffer through the limitations. The providers of each VRS users set up the equipment specifically to make it very difficult to make calls or receive calls from other providers. Also, in order to get free equipment, people have to agree to not use the services of other VRS providers with that equipment.

People in California have made a lot of good points including the emergency needs. What if a teen needed to call his/her parents to get help through VRS? Waiting for more than 20 minutes can easily guarantee that the teen will have met the bad consequences. What if a house was on fire next door and I needed to call the fire department but I had to wait for 20 minutes and by then the fire would have spread all over the neighborhood. A hearing person can easily call in case of emergency but we are unable to just because the VRS doesn't want us using other service providers. What kind of reason is that?

I sent this letter of complaint with a hope that FCC can help us with this. We would be very grateful if you can fix this problem. Thank you.

Sincerely,

Pakuna N. Spady

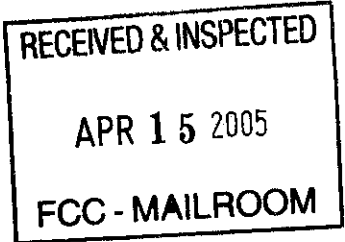
Pakuna Spady

03-123

Brittney Toliver
5886 Highland Ave
St. Louis, MO 63112

April 7, 2005

Federal Communications Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554



Dear FCC,

I support this situation about the Video Relay Service because I'm so sick of waiting for the availability for the relay interpreters to be connected on the screen for people who need to talk to someone through relay. I prefer that D-link and VP-100 to be able to connect to any VRS companies so all of us can contact use relay service and our deaf friends anytime.

I feel that my VRS sometimes get blocked because of many other people using VRS service or there are not enough interpreters. I want the VRS service to be equal by allowing other VRS services to be used if one is not available because I want the VRS companies to be cooperative and work together as team to make it successful for all of us. It is also important that the VRS companies can be able to operate 24 hours.

I hope that the problem will be solved soon as possible. Thanks for listening.

Sincerely,

Brittney Toliver

CC: Senator Christopher Bond
Senator James Talent
House of Representative Wm. Lacy Clay